

APPENDIX D

Prepaid Service Questions for Applicants Seeking Local
Exchange Service Authority

1. Will customers have the ability to sign up with any long distance company they choose?

Yes.

2. Will customers have the ability to use dial around long distance companies?

Yes.

3. Does the applicant have interexchange authority in Illinois? If yes, please provide the docket number.

The Applicant's Interexchange Authority is being sought under this cause.

4. Will customers have access to the Illinois Relay Service?

Yes.

5. Will customers be able to make 1-800 calls for free?

Yes.

6. Will the Company offer operator services?

The company will provided operator services as a function of its underlying carrier.

7. Please describe how applicant plans to collect the monthly fee to be paid in advance.

The company will not require prepayment of any services.

8. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.?

Yes.

9. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?

Yes.

10. Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.?

Telephone service will be provisioned in the customer's name.

11. Will applicant offer prepaid service as a monthly service or as a usage service?

The Company will provide no prepaid services.

12. Will applicant provide a warning when the remaining value of service is about to cease?

The Company will provide no prepaid services.

13. Is the customer given more than one notice of the remaining value of service?

The Company will provide no prepaid services.

14. How much advance notice is given to the customer of the remaining value of service?

The Company will provide no prepaid services.

15. If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired?

The Company will provide no prepaid services.

16. Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires?

The Company will provide no prepaid services.

17. When does the timing of a call start?

Call timing is outlined in the Applicants Tariff.

18. If the person called does not answer, is any time deducted from the customer's account?

The Company will provide no prepaid services.

19. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?

The Company will provide no prepaid services.

20. When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?)

The Company will provide no prepaid services.

21. Are applicant's services available to TTY callers?

The Company will provide no prepaid services.

22. How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining?

The Company will provide no prepaid services.

23. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's un-timed local calling area?

The Company by reference hereby incorporates the un-timed local calling areas of AT&T Illinois.